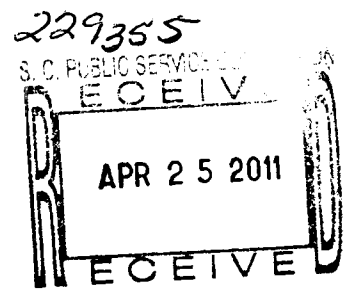


2011-474/5



SC Public Service Commission
101 Executive Center Drive
Columbia, SC

Dear People:

RE: Carolina Water Service
Hefty rate increases
per The State newspaper
4 21 11 ...

I wish to strongly protest the increases requested by the Carolina Water Service... They have furnished water and sewer service now some 34 years in September to me and have been nothing but trouble since the beginning. At first you may remember they had these awful wells from which they delivered us water, filled with 'everything in the book.' Many water samples were carried in glass bottles to meetings concerning increases for Carolina Water and the rooms were packed with people unhappy with Carolina Water.

Later Carolina began buying water, after their wells went dry, from West Columbia, SC and the quality of water has been much better. BUT CAROLINA IS SO EXTREMELY EXPENSIVE.. We dare not water lawns or flowers as bills are so astronomical; consider me, one person in my household; I pay \$39.00 for sewer plus water and many charges for some \$55. to \$60. JUST ONE PERSON.. I am an old lady with cancer and its hard to make ends meet sometimes... with people like Carolina.

So thanks for hearing me; just want to profusely protest any increases Carolina Water may ask for. Recently we had a pipe break on a neighbor's yard, pipes belong to Carolina, they came to fix the break and did; but what an awful mess they left roadside for us neighbors to clean up... red mud and rocks everywhere....

I wish we could have West Columbia water service; I would tap on in a minute...

Again thanks..

Norma Callaway

Norma Callaway
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West Columbia, SC 29169
Phn 803 791 4590
4 21 11 Thurs